

EV 00914195843

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DOCKET NUMBER AUS920020326US1  
DATE: 6-26-03

17410 U.S. PTO  
10/606683  
06/26/03

Sir:

Transmitted herewith for filing is the Patent Application of:

Inventors: Nathan Raymond Hughes, Nishant Srinath Rao and Michelle Ann Uretsky

For: METHOD OF PERSONALIZING COMPUTERIZED CUSTOMER SERVICE

Assignee Name: International Business Machines Corporation

Assignee Residence: Armonk, New York

Enclosed are:

- ☒ 7 Patent Specification including an Abstract  
☒ 3 Pages of Claims  
☒ 1 Sheet(s) of drawings. ☒ Informal ☐ Formal  
☒ 2 Declaration(s) and Power of Attorney  
☒ Form PTO 1595 and Assignment of the Invention to IBM Corporation  
☐ A certified copy of a ☐ application.  
☒ Information Disclosure Statement, PTO 1449 and copies of ☐ 1 reference.

The filing fee has been calculated as shown below:

FOR	Number Filed	Number Extra	Rate	Basic Fee \$750.00
Total Claims	15	-20 = 00	X \$ 18	= \$ 00.00
Independent Claims	3	3 = 00	X \$ 84	= \$ 00.00
Multiple Dependent Claims	0		X \$280	=
Total Filing Fee				= \$750.00

☒ Please charge my Deposit Account No. 09-0447 in the amount of \$ 750.00. A duplicate copy of this sheet is enclosed.

☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

☒ Any additional filing fees required under 37 CFR 1.16.

☒ Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By David Mims Jr.  
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